

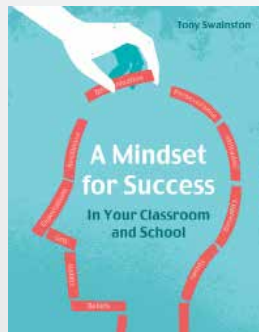
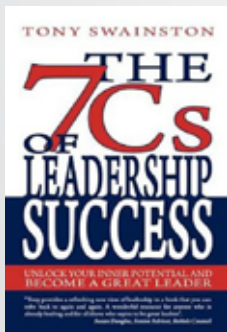
Emotional Intelligence for Leadership Excellence

When Dealing With People, Remember You Are Not Dealing With
Creatures Of Logic But Creatures Of Emotions

2 - 3 May 2018

TONY SWAINSTON
LEADERSHIP COACH, TRAINER,
AUTHOR AND SPEAKER

- Speaker, Author, Skills Facilitator, recognised as one of the most motivational trainers in the UK
- **Amazon selling author of:**
 - “A Mindset for Success”
 - “The 7Cs Of Leadership Success”
 - “Coaching for Change”
- Tony, is an approved provider of ILM (Institute of Leadership and Management) programmes, operating all around the world



Kuala Lumpur

OVERVIEW

Did you know that Emotional Intelligence (EI), is in, essence, the ability to understand your effect on others and to manage yourself accordingly. A Researchers calculate that is accounts for nearly 90% of what moves people up the life effectiveness and work promotion ladder when IQ and technical skills are assessed to be roughly similar?

Our work-life is full of challenges and deadlines which we are expected to meet and for others people problems caused by pressure, communication and an unclear vision with goals can significantly hold us back. In addition, colleagues that we work with may lack confidence, be demotivated and feel anxious at times. We may grow to anticipate and expect that this is just part of life at work.

But, as this course will make clear, it is emotional intelligence that can make a real difference to our daily lives and the level of success and enjoyment we experience .

“By inspiring others, emotionally intelligent leaders can ignite passion their teams which boosts productivity and stimulate higher levels of employee engagement.”

Tony Swainston



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Program Agenda (Day 1)

Session 1: The characteristics of great leaders that sets them apart from others

- What the research tells us
- Embracing and taking forward the key messages throughout the next two days and beyond
- Linking the six most important styles of leadership with EI
- **Group exercise:** How these initial ideas around emotional intelligence match with your own personal experience

Session 2: Assessing your own EI using the Emotional Intelligence Appraisal Tool 2.0

- Looking into results of pre course assessment
- Getting clear understanding of your present strengths in terms of emotional intelligence
- **Group exercise:** Discussion on EI assessment of each participants and getting directions how to employ highly effective emotional intelligence on a daily basis

Session 3: The big picture of Emotional Intelligence

- Terminology, clear understanding and usage of emotional intelligence in business and private life
- Setting foundation for developing yourself as a leader

Session 4: Emotional intelligence is important for every successful leader

- The evidence of how emotional intelligence plays a much bigger role in our success than IQ alone
- The aspects of emotional intelligence that can make such a difference to our daily life
- How to develop a mindset that embraces opportunities to develop emotional intelligence

Session 5: Focusing on specific self-awareness strategies

- Self-awareness matters
- Building block of all areas of emotional intelligence
- **Group exercise:** Specific strategies we can use to develop this

Session 6: Self-management strategies

- Applying the learning to our own self-management
- **Group exercise:** an emotional intelligence case study

Who Should Attend

This course is relevant for all those looking to fully develop their emotional intelligence, and as a result to improve their personal performance, productivity, communication skills, negotiation skills and influencing skills in the workplace. In addition it will support:

- Managers and leaders who are committed to advancing their careers
- Managers and leaders who are committed to becoming ever more effective
- Managers and leaders who want to be better communicators
- Managers and leaders who are committed to influence others ethically and effectively
- Those who realise that in order to be highly effective it is important to constantly review, revise, and refresh their personal approach
- Those who want to understand emotional intelligence and use it in their lives
- Those who are interested to know about what the latest research tells us is most important in determining our success
- Managers, leaders, specialists, directors and C level management from all sectors.

Program Agenda (Day 2)

Session 1: Developing empathy

- How to use emotional intelligence with your boss
- How to build empathy and rapport with others
- Communicating with clarity
- **Group exercise:** daily empathy builders

Session 2: Relationship management strategies

- Leading with passion and success
- Individual exercise: how to manage some personal challenges

Session 3: Motivating ourselves and others

- Key messages we now know in the 21st-century about motivation
- How to keep ourselves motivated
- How to motivate others

Session 4: How emotional intelligence links with having a growth mindset

- The key messages from Prof Carol Dweck
- Influences this can have on work and family life
- **Personal exercise:** assessing your own mindset - is it mostly a fixed or a growth mindset?

Session 5: How coaching supports our emotional intelligence development

- What coaching is and isn't
- How you can apply in your daily work
- **Group exercise:** experiencing a brief coaching session

Session 6: Understanding how to increase our emotional intelligence

- The top actions to take
- A daily diet of emotional intelligence development exercises
- **Group exercise:** sharing thoughts about the top tips

Session 7: Creating an action plan to develop our emotional intelligence

- Creating a plan that will work
- **Individual exercise:** working on a five-stage plan

Session 8: Developing a positive organisational culture

- The behaviours that make the biggest difference
- Focusing on these behaviours with your team
- Eliminating aggressive defensive and passive defensive styles

Session 9: Where to next? How to employ all of this back in your workplace

- How to personally develop
- Things to look out for
- Supporting the development of emotional intelligence in others

Course Methodology

The course methodology of this 2-day programme is a combination of presentations by the trainer together with many opportunities for participants to be involved in group exercises and discussions.

Certificate of Attendance

Upon the successful completion of this course, you will receive a Certificate bearing the signatures from both Tony Swainston and Rembell Group. This Certificate will testify your attendance and participation in the programme and it will serve towards your professional advancement.

Course Schedule

- 8.30 am - Registration & Coffee/Tea
- 9.00 am - Course Commences
- 10.30 am - Morning Coffee/Tea Break
- 1.00 pm - Lunch Break
- 3.30 pm - Evening Coffee/Tea Break
- 5.30 pm - Summary & End Programme



Key Benefits to Attendees

Participants will gain a clear understanding of how they can develop their leadership skills in alignment with emotional intelligence principles. **The course provides this by enabling participants to:**

- Consider people who have EI and the impact they have on others;
- **Explore** each of the constructs of EI and associated competencies.
- **Build Self- awareness** - by understanding ourselves we are able then to manage ourselves, understand others, and manage others far more effectively.
- **Develop self- regulation** - once we are aware of ourselves and how we operate, we then need to make adjustments to how we operate in order to reap the greatest benefits.
- **Increase their Empathy** - developing an understanding of our work colleagues through our emotional intelligence helps us to communicate with them more effectively.
- **Improve Motivation** - **both within themselves and inside those that they work with.**
- Identify how different emotions affect **behaviors.**
- Identify practical tools and strategies to use in critical **workplace communication situations.**
- Develop a personal **action plan**
- And the net outcome for you from this course will be a greater level of personal fulfilment in all aspects of your work life, accompanied by reduced stress levels, higher levels of motivation, and a greater commitment towards your personal and work-related goals. The impact you will have on others through your increased level of emotional intelligence will also generate greater team from your team on the objectives of the organisation



Testimonials

It was my pleasure to meet with Tony Swainston and attend the “Inspiring Leadership” training programme that he designed and facilitated for members of Shell and our partner organisations working on the Intilaaqah programme in Saudi Arabia. Tony’s years of research, depth of understanding of participant needs, and his ability to present the subject in such an interesting way, resulted in one of the most remarkable leadership training programmes that I have attended.” **Mohammed. A. Abusaif, Training & Development Manager, Shell Companies in Saudi Arabia**

“Tony proved to be a dynamic, activating, and enterprising speaker and facilitator. He truly provided the depth and knowledge needed to influence the minds and capture the hearts of our potential leaders, with his themed topic of “Inspiring Leadership” making a real difference in our organisation.” Thank you Tony – we’ll be forever grateful.” **Angela C. Martin, MBA Sr. Specialist Consultant, King Faisal Specialist Hospital & Research Centre**

“Tony is an incredible coach and mentor, totally committed to improving the professional and personal life of others. During the Leadership course he facilitated for us, he kept us focused and accountable, yet provided an unbiased point of view. He also provided a clear vision toward leadership and identified what skills are necessary to become an influential leader in all aspect of life. He is devoted to taking the time to understand goals of his audience, their dreams and aspirations, and displays a true dedication toward the success of others.” **Fahad An Nassar, HR Administration Manager, S.A. TALKE**

“The most valuable part has been learning how to find solutions rather than just a focus on problems...” **Miriam Manderson, Deputy Headteacher, Alperton Community School, London**

Trainer’s Profile



Tony

delivers innovative and bespoke client-centred solutions in Leadership Development, Executive Coaching, and Training across the UK and worldwide. He works at Executive, Senior and Middle Management levels to maximise and

transform the way people work. Tony is also a keynote speaker on leadership and coaching for many organisations in over ten countries.

Clients include:

Shell

MOE – KSA S.A. Talke

KFSH&RC

British Council Mawhiba RADWA

GEMS UAE

Alsalam Aircraft Company

MOE – UAE Mawhiba

Leeds Met University

Founded in 2006, Tony Swainston Ltd has growth from strength to strength in a short period of time. The track record of success and the loyal and growing client base demonstrates the focus of Tony Swainston Ltd on getting it right for every client every time.

Tony and Tony Swainston Ltd are determined to bring real individual, team and whole organisational benefits by aligning both the individual’s and the organisation’s strategic objectives to create significant results.

“It has now been clearly shown that Emotional Intelligence is the greatest differentiator between being a good manager or leader and being a great one. More than this, Emotional Intelligence is crucial for all the relationships we have – whether with colleagues, friends, family or partners.” Tony Swainston

